

MEDICAL TRANSPORTATION REIMBURSEMENT SUMMARY

The Department of Health and Human Services reimburses NH Medicaid and Healthy Kids-Gold recipients for transportation to and from Medicaid covered medical and dental appointments. Individuals driving NH Medicaid and/or Healthy Kids-Gold recipients to and from Medicaid covered medical and dental appointments may also be reimbursed by the Department of Health and Human Services.

**** Enrollment ****

Before you request payment for medical transportation you must enroll as a driver in the Medical Transportation Program.

You can enroll as a **Recipient Driver (RT)** if you:

- Are a NH Medicaid recipient who transports him/herself to medical appointments;
- Are a NH Medicaid recipient who transports members of your assistance group to medical appointments;
- Are the parent/guardian of a NH Medicaid or Healthy Kids-Gold recipient who you transport to medical appointments; or
- Live in the same household as the NH Medicaid or Healthy Kids-Gold recipient who you transport to medical appointments.

You can enroll as a **Volunteer Driver (VT)** if you:

- Do not live with the NH Medicaid or Healthy Kids-Gold recipient being transported to medical appointments; or
- Are not a member of the recipient's NH Medicaid assistance group and do not live with the NH Medicaid recipient who you transport to medical appointments.

To enroll as a Recipient or Volunteer Driver, contact your local Department of Health and Human Services District Office or the NH Medicaid Transportation Coordinator and ask for **Form 14**, "Medical Transportation Enrollment Form." Instructions for completing **Form 14** are located on the back of the form.

IF YOU WISH TO ENROLL AS A RECIPIENT TRANSPORTER AND A VOLUNTEER TRANSPORTER, YOU MUST COMPLETE A SEPARATE FORM 14 FOR EACH ENROLLMENT.

**** Billing ****

To request payment for transporting a NH Medicaid or Healthy Kids-Gold recipient to a medical appointment:

- Obtain **Form 13A**, "Medical Transportation Reimbursement Form" (claim form) from your local District Office or the NH Medicaid Transportation Coordinator **before** transporting the recipient;
- Have the medical provider sign and date the claim form **at the time of the appointment**; and
- Correctly submit the claim form to the Bureau of Data Management **within 90 days of the trip**.

Note: Payment **cannot** be made for claims received more than 90 days after the date of the trip.

It takes about 5 weeks for you to receive payment after the Bureau of Data Management receives a correctly completed form. Instructions for completing **Form 13A** are located on the back of the form.

**** Prior Authorization ****

You must **ask for authorization before** you make the following trips:

- Trips to states other than New Hampshire, Maine, Vermont, or Massachusetts; and
- Travel by modes of transportation other than private vehicles or public buses.

Call the NH Medicaid Transportation Coordinator at 1-800-852-3345, extension 3770, between 8:00 a.m. and 4:30 p.m., Monday through Friday, to ask for prior authorization.

Note: If you have a critical need to make a trip outside of the above hours and prior authorization is required, please call the NH Medicaid Transportation Coordinator within three (3) business days of the trip. **Authorization is not guaranteed.**

**** Limitations ****

Note: Reimbursement is not limited to one trip per day. However, if more than one trip per day is being claimed, the reason for the additional trip(s) must be documented and provided to the Transportation Coordinator.

The NH Medicaid Program only reimburses for:

- One mileage charge per trip regardless of the number of recipients transported;
- Trips to obtain NH Medicaid covered services rendered by a NH enrolled Medicaid provider; and
- Transportation to the nearest available medical provider by the shortest, most economical route.

The NH Medicaid Program will not reimburse for:

- Travel when the transportation could be obtained free of charge;
- Travel when the transportation could be paid for by any other agency;
- Trips to a pharmacy when free delivery is available;
- Transportation supplied by a medical provider to their own location of service; and
- Claims for services provided prior to the date enrollment is approved by the Transportation Coordinator.

You should submit claims only for the actual number of miles traveled from the point of origin and returning to the point of origin (recipient's or volunteer's residence). NH Medicaid will pay only for the actual number of miles traveled, not to exceed maximum allowable mileage limits. The maximum allowable mileage limits are set by the Office of Medicaid Business and Policy. These mileage limits are different for each type of medical provider.

Contact the NH Medicaid Transportation Coordinator if you are not beginning your trip from your home.

**** Payment ****

Recipient Drivers (RT) are reimbursed 41 cents/mile up to a NH Medicaid maximum mileage allowance per trip.

Volunteer Drivers (VT) are reimbursed 41 cents/mile up to a NH Medicaid maximum mileage allowance per trip.

Foster parents contracted with the Division for Children, Youth, and Families are reimbursed 41 cents/mile up to a NH Medicaid maximum mileage allowance per trip.

Tolls and parking fees are paid for only when the total equals \$3.00 or more per trip. Receipts for tolls and parking fees are required, and must show the same trip date as stated on the claim form.

The cost of traveling on a public bus is paid for at the usual and customary fare. Receipts are required for each trip. **You must enroll in the Medical Transportation Program and submit claim Form 13A to request reimbursement for bus fares.**

Note: If you have a van which is modified to carry wheelchairs, please call the NH Medicaid Transportation Coordinator at 1-800-852-3345, extension 3770, to ask about payment for travel to medical appointments.

The Department of Health and Human Services conducts monitoring reviews and audits of Medical Transportation Reimbursement claims. Be sure to keep the yellow copy of Form 13A for your records.

**IF YOU HAVE ANY QUESTIONS ABOUT THE MEDICAL TRANSPORTATION PROGRAM,
PLEASE CALL
THE NH MEDICAID TRANSPORTATION COORDINATOR
AT
1-800-852-3345, Extension 3770**